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In Re:
FEBRUARY 22, 2016, PHONE CALL BETWEEN NJG&E AND
PATRICIA VITALE

Audio Transcription of a Telephone Call:

Date: February 22, 2016

Transcribed By: Molly Chimino
Alliance Court Reporting, Inc.
120 East Avenue, Suite 200
Rochester, New York 14604

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1 TELEPHONE CALL AUDIO

2 MONDAY, FEBRUARY 22, 2016;

3 * * *

4 REPRESENTATIVE: U.S. Gas & Electric.

5 Raymond speaking. How may I help you?

6 MS. VITALE: Yes. I'm not sure what
7 department I need to contact. I received a
8 reimbursement check from the company. And I just
9 found it now, but it's almost a year and a half old.
10 And I didn't know if I could have it reinstated or if
11 they could send me another one and I will void this
12 one because I don't think I'd be able to cash them.

13 REPRESENTATIVE: What is the address,
14 ma'am?

15 MS. VITALE: The address or the PO box?
16 325 --

17 REPRESENTATIVE: No. The physical
18 address. Not PO box.

19 MS. VITALE: 45 Crest Drive, Englishtown,
20 07726.

21 REPRESENTATIVE: Okay. One moment.

22 MS. VITALE: Uh-huh.

23 REPRESENTATIVE: What is the name on the
24 account?

25 MS. VITALE: What did you say?

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2 REPRESENTATIVE: The name on the account.

3 MS. VITALE: Nathan Vitale and Patricia
4 Vitale.

5 REPRESENTATIVE: What is the amount of the
6 check, ma'am?

7 MS. VITALE: One is for \$65. The other
8 one is for 115.

9 REPRESENTATIVE: So you have two checks?

10 MS. VITALE: Yes. They came together, but
11 I just found them.

12 REPRESENTATIVE: Okay. One moment.

13 One moment, please.

14 MS. VITALE: Uh-huh.

15 REPRESENTATIVE: So what I can go ahead
16 and do, ma'am, is I can open up a -- let's see here.
17 One second.

18 MS. VITALE: Do you want the check
19 numbers?

20 REPRESENTATIVE: Yes. Just give me a
21 moment, though.

22 MS. VITALE: Thanks.

23 REPRESENTATIVE: Okay. What are the check
24 numbers?

25 MS. VITALE: The first one is 38098.

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2 That's the one for 65.

3 REPRESENTATIVE: One moment.

4 MS. VITALE: And -- okay.

5 REPRESENTATIVE: Okay. And the other one?

6 MS. VITALE: It's 22073. That's the one
7 for 115.

8 REPRESENTATIVE: Okay. Now, you said your
9 last name, ma'am, was...

10 MS. VITALE: V, like in Victor, I-T-A-L-E.
11 And the mailing address has to be PO box.

12 REPRESENTATIVE: Okay. One moment.

13 MS. VITALE: Uh-huh.

14 REPRESENTATIVE: One moment.

15 Okay. So I did request for my billing
16 department to go ahead and void those checks out and
17 see what they can do in regards to resending you a new
18 set of checks. One moment.

19 MS. VITALE: Again, I have -- it has to be
20 sent to the PO box. Otherwise I won't get them.

21 REPRESENTATIVE: I do --

22 MS. VITALE: (Indiscernible.)

23 REPRESENTATIVE: Okay. Yeah.

24 MS. VITALE: Do you have the PO box?

25 REPRESENTATIVE: PO box. PO Box 325,

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2 Marlboro, New Jersey.

3 MS. VITALE: Yes.

4 REPRESENTATIVE: Okay. So I will request
5 that they review this matter and that they contact you
6 once they have a resolution. What is the phone
7 number?

8 MS. VITALE: It's (732) 501-8237.

9 REPRESENTATIVE: Okay. All right, then.
10 Thank you, ma'am.

11 MS. VITALE: Thank you.

12 REPRESENTATIVE: Were there any other
13 questions or concerns that I may address?

14 MS. VITALE: No. Thank you.

15 REPRESENTATIVE: Take care. Thank you.

16 MS. VITALE: Okay.

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COUNTY OF MONROE:

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foregoing pages of the above-styled cause, and that
they were prepared under my personal supervision and
constitute a true and accurate record of the
proceedings;

I further certify that I am not an
attorney or counsel of any parties, nor a relative or
employee of any attorney or counsel connected with the
action, nor financially interested in the action;

WITNESS my hand in the City of Rochester,
County of Monroe, State of New York.

Molly Chimino

MOLLY CHIMINO
Freelance Court Reporter and
Notary Public No. 01PR6210086
in and for Monroe County, New York

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